

FIGURE 1

100

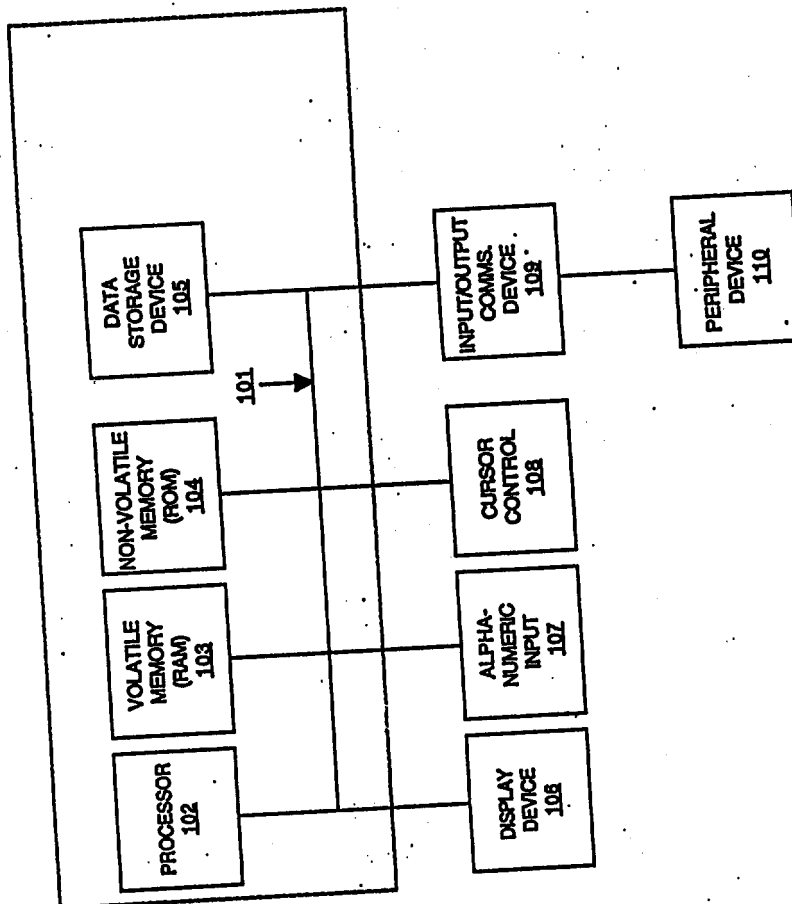


FIGURE 2

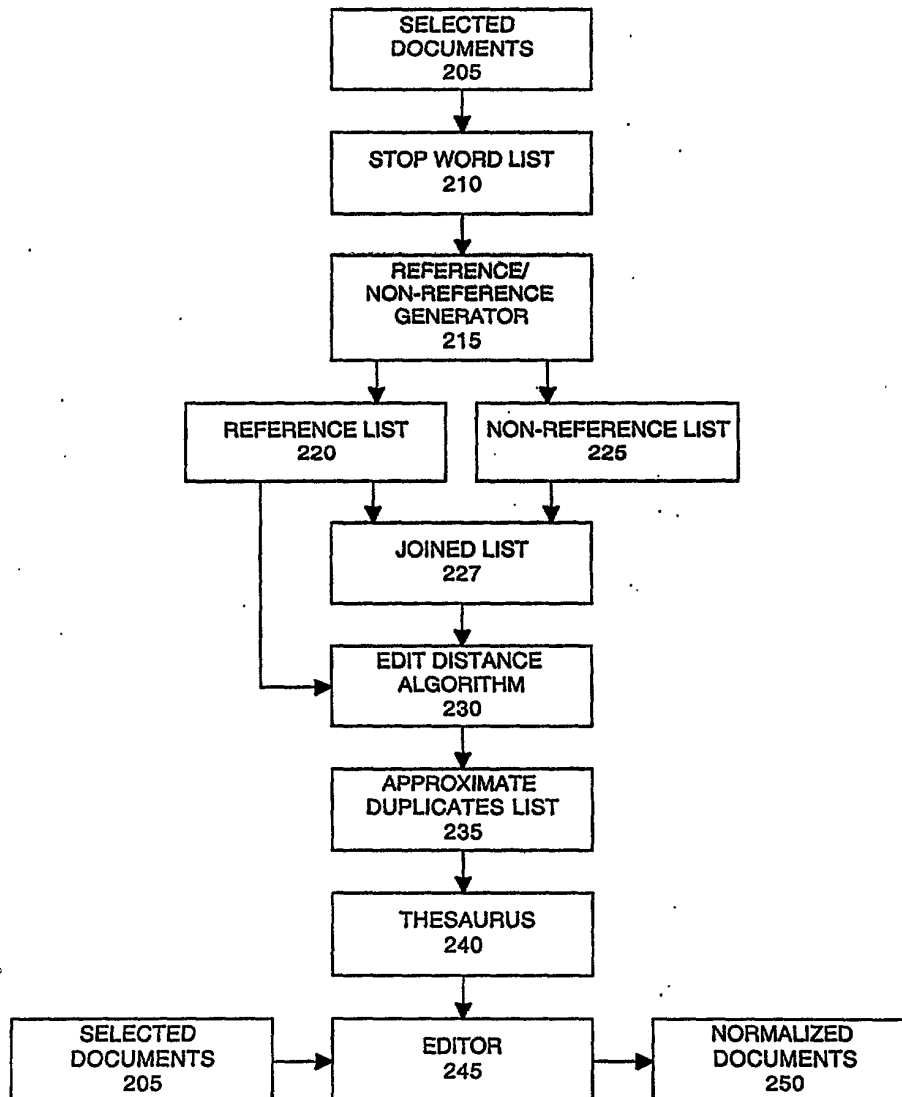
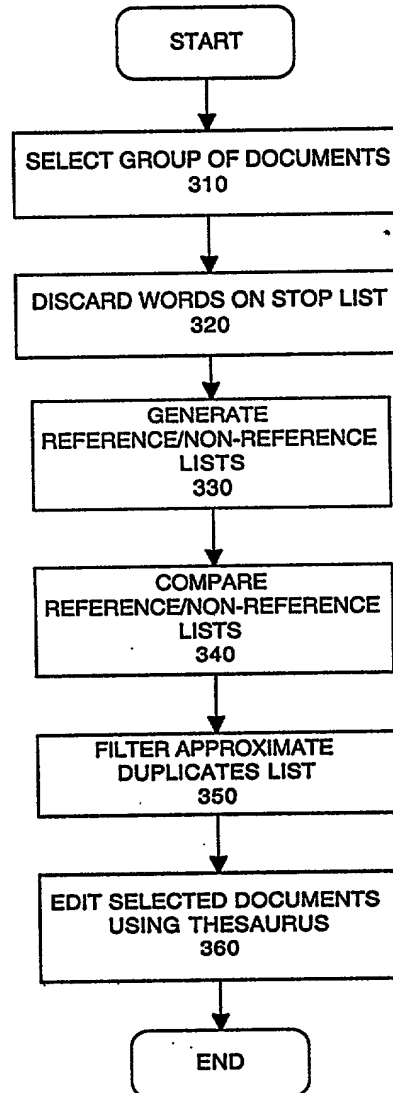


FIGURE 3



00005610.071304

FIGURE 4

hp_ux
hp_ux
hp_ux
hp_ux
hpux
hpuxos
pex
pex
lpa

omni back
omni back
omni back 2.55
2.55 omni back
3.0 omni back
omni back ii
omni back
omni back 3.0
omni back ii
omni back ii

service guard
service guard
service guard
service guard
mc/service guard
service guard
service guard
service

FIGURE 5

Normalization Results

Number of documents normalized: 1568 out of 5000

WORDS PHRASES	PER DOCUMENT		
	MIN	AVG	MAX
3385	88	1	22 71

TERM	REPLACEMENT TERM	DOC FREQ	TERM FREQ
10.2	10.20	50	63
os10.20	10.20	58	69
version10.20	10.20	121	171
ver10.20	10.20	73	73
hpinstal	install	3	16
7instal	install	0	0
patches	patch	21	40
patches	patch	4	5
magapatch	patch	11	13
patchbet	patch	2	9
patch id	patch	4	5
opened	opened	6	11
serv	server	0	0
hp_9000	9000	0	0